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JUN 15 2004

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DATE: June 15, 2004

TIME: 12:19 PM

TO: Examiner William J. Deane

PHONE:
FAX: 703-746-6076

FROM: Paul J. Kroon, Jr., Esq.
Bourque Law Offices
Manchester, New Hampshire

PHONE: 603-623-5111
FAX: 603-624-1432

RE: Priority Based Call Handling
Our Reference: DAVOX-159XX
Number of pages including cover sheet: xxx 27 pgs.

Original of this document to be mailed as well: ☒ YES ☐ NO

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INTELLECTUAL PROPERTY LAW
PATENTS TRADEMARKS COPYRIGHTS
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LITIGATION

June 15, 2004

VIA FACSIMILE

Examiner William J. Deane
US Patent & Trademark Office
Art Unit 2642

RE: Priority Based Call Handling
Our Reference: DAVOX-159XX

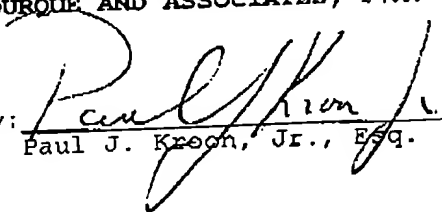
Dear Examiner Deane:

Enclosed, please find a copy of the RCE and amendment that was mailed on June 11, 2004 along with a certificate of mailing dated June 11, 2004. Your efforts in this case are greatly appreciated.

Once you have had a chance to review the amendment, please contact me to discuss your comments. I look forward to talking with you.

Sincerely,

BOURQUE AND ASSOCIATES, P.A.

By: 
Paul J. Kroon, Jr., Esq.

PJK/cs

BOURQUE & ASSOCIATES, P.A.835 HANOVER STREET STE. 301 PH. (603) 623-5111
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⑈013322⑈ ⑆011401533⑆ 3300092126⑈

Applicant: Gene W. Lee Atty Docket: DAVOX-159XX

Title: System and Method for Managing ... Customer TNSs

Filed: 12/2/98 Serial No: 09/203,965 Patent No: _____

☒ Sent 1st Class US Mail on: 6-11-04 ☐ Sent Express Mail# _____ on _____

☒ Transmittal letter in triplicate. Check #: 13322 Amount: \$440.00

☐ Patent Application consisting of _____ pgs. of Specification; pgs. _____ of claims
1-____; pgs. _____ of Abstract and _____ sheets of Figs. _____ ☐ formal ☐ informal

☐ Declaration and Power of Atty. ☐ _____ Priority Document _____

☐ Assignment Recordation Form ☐ Assignment to: _____

☐ Letter to Chief Draftsman ☐ Issue Fee Transmittal Form

☐ _____ sheets formal drawings ☐ _____ sheets of informal drawings

☒ Amendment/Response dated Submission Pursuant to CPR § 1.114 consisting of 22 pgs.

☐ Citation of Art. Form 1449 _____ pgs. with _____ references enclosed

☐ Information Disclosure Statement ☐ Req. for Corrected Filing Receipt

☐ Notice to File Missing Parts ☐ Letter Under Rule 37 CFR 1.53

☒ Petition for Extension of time for 1 mos. ☐ Certificate/letter of Correction

☒ Other: PCE (1pg)